

Message

From: mdx.techsupp@thomsonreuters.com [mdx.techsupp@thomsonreuters.com]
Sent: 4/28/2011 2:44:15 PM
To: Hanchett, James (DPH) [James.Hanchett@state.ma.us]
Subject: RE: Thomson Reuters Healthcare Case # [REDACTED]

Jim,

I have forwarded your email on to sales to check and get back with you.

Thank you,

Kaye Ferguson
Customer Support Analyst, Customer Resource Center

Thomson Reuters Healthcare

U.S. and Canada: (877) 843-6796 Speak Product Name, then select Option 3

-or-

International: (651) 244-4000 Speak Product Name, then select Option 3

For online technical support, including Knowledge Base Articles, FAQs, System Requirements, and Technical Documentation, please visit our support site at: <http://www.micromedex.com/support>

To place a support request electronically, please use our on-line request form at: <http://www.micromedex.com/request>

From: Hanchett, James (DPH) [mailto:James.Hanchett@state.ma.us]
Sent: Thursday, April 28, 2011 5:02 AM
To: TechSupp-Mdx
Subject: RE: Thomson Reuters Healthcare Case # [REDACTED]

We always had a standalone version as well as the internet version. Was it changed by our main office at 305 South Street, Jamaica Plain, MA 02130, or was that changed when we applied for version 2.0?

Thanks,

Jim

From: mdx.techsupp=thomsonreuters.com__3gf2n1o2lzmxc1@vv078hus9dd8bpsp.dcpt0rgn60kamtod.9azgd.0hedieay.0.bnc.salesforce.com
[mailto:mdx.techsupp=thomsonreuters.com__3gf2n1o2lzmxc1@vv078hus9dd8bpsp.dcpt0rgn60kamtod.9azgd.0hedieay.0.bnc.salesforce.com] **On Behalf Of** Customer Support
Sent: Wednesday, April 27, 2011 4:12 PM

To: james.hanchett@state.ma.us

Subject: Thomson Reuters Healthcare Case # [REDACTED]

Case Number [REDACTED]

Date Closed: 4/27/2011

Description:

Our subscription expires in 10 days. We have not received a new one. Could you please check on this? Customer ID is [REDACTED] Thanks, Jim

Solution:

Looking under the ID [REDACTED] no subscription comes up. Upon researching, I come up with your contact information under the facility of Western Massachusetts Public Health Center. That subscription is not a standalone but an Internet subscription that is current through 1-14-2012. This subscription does not have CD standalone back up.

If you need further assistance, please contact technical support at 1-877-843-6796, state Micromedex, option 3.

Customer Resource Center
Healthcare

Thomson Reuters
1-877-843-6796 Speak product name, follow the voice prompts
1-651-244-4000 Option 3 Technical Support

For online technical support, including Knowledge Base Articles, FAQs, System Requirements, and Technical Documentation, please visit our support site at:
<http://clinical.thomsonhealthcare.com/support>.

For Electronic support, please use our on-line request forms
<http://clinical.thomsonhealthcare.com/request/>

Thomson Healthcare is now the Healthcare business of Thomson Reuters.

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